

**WRITTEN QUESTION TO THE MINISTER FOR HEALTH AND SOCIAL SERVICES
BY DEPUTY M.R. HIGGINS OF ST. HELIER
QUESTION SUBMITTED ON MONDAY 26th APRIL 2021
ANSWER TO BE TABLED ON TUESDAY 4th MAY 2021**

Question

Will the Minister state the processes involved in hospital patients making a Subject Access Request to view alleged complaints made against them by members of hospital staff, and whether or not it is necessary for a patient to know the surname of the member of staff in order to access these records; if so, how can patients access this information, given that hospital staff name tags only detail forenames and not surnames (other than for doctors)?

Answer

Hospital patients can make Subject Access Requests (SARs) for access to records in the manner as described in my answer to Oral Question 102 (OQ.102/2021), where I stated that:

‘A member of the public is able to make a Subject Access Request (SAR) for their hospital records via the online SAR form on gov.je, via a paper form available at outpatient reception, or via email to HCS Information Governance. The identity of the applicant, or their authority to apply on behalf of another individual, is validated prior to the request being processed.’

There is no requirement to know the surname of the member of staff prior to making a request, however, hospital patients need to provide enough information for HCS Information Governance to search efficiently for data. Where necessary, further information or clarification will be required and the hospital patient will be contacted in order to provide this.